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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/386,339	08/31/1999	HIROSHI KATSURABAYASHI	104122	1316

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EXAMINER

SHAFFER, ERIC T

ART UNIT PAPER NUMBER

3623

DATE MAILED: 05/24/2004

Please find below and/or attached an Office communication concerning this application or proceeding.

Advisory Action

Application No.

09/386,339

Applicant(s)

KATSURABAYASHI ET AL.

Examiner

Eric T. Shaffer

Art Unit

3623

--The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

THE REPLY FILED 06 April 2004 FAILS TO PLACE THIS APPLICATION IN CONDITION FOR ALLOWANCE. Therefore, further action by the applicant is required to avoid abandonment of this application. A proper reply to a final rejection under 37 CFR 1.113 may only be either: (1) a timely filed amendment which places the application in condition for allowance; (2) a timely filed Notice of Appeal (with appeal fee); or (3) a timely filed Request for Continued Examination (RCE) in compliance with 37 CFR 1.114.

PERIOD FOR REPLY [check either a) or b)]

- a) ☐ The period for reply expires _____ months from the mailing date of the final rejection.
- b) ☒ The period for reply expires on: (1) the mailing date of this Advisory Action, or (2) the date set forth in the final rejection, whichever is later. In no event, however, will the statutory period for reply expire later than SIX MONTHS from the mailing date of the final rejection. ONLY CHECK THIS BOX WHEN THE FIRST REPLY WAS FILED WITHIN TWO MONTHS OF THE FINAL REJECTION. See MPEP 706.07(f).

Extensions of time may be obtained under 37 CFR 1.136(a). The date on which the petition under 37 CFR 1.136(a) and the appropriate extension fee have been filed is the date for purposes of determining the period of extension and the corresponding amount of the fee. The appropriate extension fee under 37 CFR 1.17(a) is calculated from: (1) the expiration date of the shortened statutory period for reply originally set in the final Office action; or (2) as set forth in (b) above, if checked. Any reply received by the Office later than three months after the mailing date of the final rejection, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

1. ☐ A Notice of Appeal was filed on _____. Appellant's Brief must be filed within the period set forth in 37 CFR 1.192(a), or any extension thereof (37 CFR 1.191(d)), to avoid dismissal of the appeal.
2. ☐ The proposed amendment(s) will not be entered because:
- (a) ☐ they raise new issues that would require further consideration and/or search (see NOTE below);
 - (b) ☐ they raise the issue of new matter (see Note below);
 - (c) ☐ they are not deemed to place the application in better form for appeal by materially reducing or simplifying the issues for appeal; and/or
 - (d) ☐ they present additional claims without canceling a corresponding number of finally rejected claims.

NOTE: _____.

3. ☐ Applicant's reply has overcome the following rejection(s): _____.
4. ☐ Newly proposed or amended claim(s) _____ would be allowable if submitted in a separate, timely filed amendment canceling the non-allowable claim(s).
5. ☒ The a) ☐ affidavit, b) ☐ exhibit, or c) ☒ request for reconsideration has been considered but does NOT place the application in condition for allowance because: See Continuation Sheet.
6. ☐ The affidavit or exhibit will NOT be considered because it is not directed SOLELY to issues which were newly raised by the Examiner in the final rejection.
7. ☒ For purposes of Appeal, the proposed amendment(s) a) ☒ will not be entered or b) ☐ will be entered and an explanation of how the new or amended claims would be rejected is provided below or appended.

The status of the claim(s) is (or will be) as follows:

Claim(s) allowed: _____.

Claim(s) objected to: _____.

Claim(s) rejected: 1-27.

Claim(s) withdrawn from consideration: _____.

8. ☐ The drawing correction filed on _____ is a) ☐ approved or b) ☐ disapproved by the Examiner.
9. ☐ Note the attached Information Disclosure Statement(s) (PTO-1449) Paper No(s). _____
10. ☐ Other: _____


TARIQ R. HAFIZ
SUPERVISORY PATENT EXAMINER
TECHNOLOGY CENTER 3600

Applicant argues that Brooks does not disclose document extraction of a plurality of documents generated by one operator. However, Brooks does generate at least two documents for each operator, a resume with skills listed (column 8 line 66 - column 9, line 5), and a agent summary report by operator (column 6, lines 31 - 33), wherein the skills summary report is a summary of the skills and experience an operator has gained by handling calls.

Applicant argues that Brooks does not disclose extraction of features of jobs by operators detecting common features from a frequency of occurrence. However Brooks does use a skill expression (column 13, lines 5 - 10) that measures up to 100 different types of skills based on a level of proficiency as generated by an operator. It is also inherent that skills levels, which are based on level of expertise, are based on the experience or frequency with which one performs a specific task. Operations would clearly get better at a specific task when they gained more experience by handling a type of call more frequently than other types of calls. Skill level is therefore based on experience, which is synonymous with how frequently an operator performs a given type of work.

Applicant argues that Brooks does not disclose task management that analyzes job order relations including authority levels of responsibilities based on electronic data transmitted. However, Brooks does use a skill score (column 11, lines 10 - 20) to identify an agents unique skill set and align said skill set with the telephone calls the agent would best be able to handle. Brooks ranks the operators by ("assigning a skill level from 1 to 9, with an agent having a skill level of 1 being considered a novice", column 9, lines 19 - 21).

Applicant argues that Brooks does not disclose extraction of features of jobs of the operators and generating a job management table that includes the names and roles of operators. However, Brooks does teach a skills table (column 9, lines 11 - 30), that identifies skills that an operator possesses, identifies skills that are unique to an operator, and also identifies which operators have a specific skill or skill set. The skill table, wherein operators are ranked from 1 to 9 clearly is ranking the operators and their call handling abilities, and is not ranking the incoming calls.